

Iowa Medicaid Mileage Reimbursement Policy

The Non-Emergency Medical Transportation (NEMT) program offers eligible Iowa Medicaid Members the option of using mileage reimbursement for medical appointments where a Medicaid payable service is delivered at a rate of \$0.30 /mile.

Registered Vehicle

The purpose of the Iowa Medicaid Mileage Reimbursement Policy is to reimburse members, friends, family members, or volunteers for providing the service of transporting Iowa Medicaid Members to their medical appointments. Copies of your Authorized Driver's valid Driver's License and Vehicle Insurance are required prior to the payment of your claim.

Scheduling of Mileage Reimbursement

You must call MTM on or before the day of your medical appointment. The number to call can be found on the back of your medical insurance card or by calling member services. To be reimbursed, you must submit a Reimbursement Trip Log for Medicaid covered services on all trip requests. **You must also submit copies of your Authorized Driver's valid Driver's License and Vehicle Insurance.**

Claims Processing

Mileage Reimbursement Trip Logs can be submitted by Email, Fax, or Mail.

1. Fill in all blanks on the Mileage Reimbursement Trip Log.
2. Take the Mileage Reimbursement Trip Log with you to the medical appointment.
A member of the medical staff must sign the form, any healthcare professional at the facility must sign the Trip Log. *This includes nurses, therapists, physician assistants, or nurse practitioners.* It doesn't have to be the doctor.
3. Valid proof of the driver's license and automobile insurance coverage in the driver's name must be submitted prior to payment. The driver's automobile insurance must be active on the date that the trip occurred.
4. Mileage Reimbursement Trip Log must be received no more than 120 days past the appointment date or it will be denied.

MTM may reject or deny a claim for Mileage Reimbursement for the following reasons:

- Missing or invalid trip information
- If no proof of driver's license or active automobile insurance coverage on the trip date has been provided

MTM will process payments within 10-20 business days of receipt of a completed, signed, and valid Mileage Reimbursement Trip Log and Claim Form. Payment will be issued by a reloadable US Bank Card in the driver's name and sent via U.S. Mail to the driver's address.